

WHAT ARE THE NUMBERS TO CALL TO CLAIM MY BENEFITS BY PHONE?

Non-English speaking persons should have an interpreter available.

Missouri Division of Employment Security Regional Claims Centers (RCC)

*Automated information available from 1:00 p.m. Sunday through 4:00 p.m. Friday (CDT/CST).

*Claim Center representatives available from 8:00 a.m. to 4:00 p.m. (CDT/CST) Monday through Friday.

Jefferson City RCC

PO Box 3915

Jefferson City, MO 65102-3915

Fax 573-751-2009

To file for benefits or to get claims information:

Local Calling Area 573-751-9040

Outside Local Calling Area 800-320-2519

Kansas City RCC

PO Box 419122

Kansas City, MO 64141-6122

Fax 816-889-3060

To file for benefits or to get claims information:

Local Calling Area 816-889-3101

Outside Local Calling Area 800-320-2519

Springfield RCC

PO Box 50025

Springfield, MO 65805-0025

Fax 417-895-7300

To file for benefits or to get claims information:

Local Calling Area 417-895-6851

Outside Local Calling Area 800-320-2519

St. Louis RCC

PO Box 8859

St. Louis, MO 63101-8859

Fax 314-340-4755

To file for benefits or to get claims information:

Local Calling Area 314-340-4950

Outside Local Calling Area 800-320-2519

The Regional Claims Centers are open and accepting telephone calls from 8:00 AM to 4:00 PM, Monday through Friday. Once you are "on hold" to speak with a claims representative, stay on the line. Hanging up and calling back will only increase your wait time. Claims can be filed 24/7 by Internet at www.mocclaim.com

Monday and Tuesday are our busiest days. You may experience an extended wait. For faster service, please call later in the week. Waiting until later in the week to file your initial claim for benefits will have NO effect on the beginning, or effective, date of your claim.

Missouri Department of Labor and Industrial Relations DIVISION OF EMPLOYMENT SECURITY

INFORMATION FOR WORKERS

You are responsible for reading this information!

This guide provides information about your rights and responsibilities while filing for Unemployment Insurance benefits.

MISSOURI UNEMPLOYMENT INSURANCE (UI) TERMS

Additional UI Terms can be found at:

www.mocclaim.com

Benefit Year: The 52-week period beginning on the Sunday of the week the new claim is filed. The one-year period that unemployment benefits are available on a claim with a balance.

Calendar Quarter: The three-month period beginning on the first day of January, April, July and October each year and ending on the last day of March, June, September and December, respectively.

Claimant Fraud: The willful misrepresentation or nondisclosure of a material fact by a claimant for the purpose of obtaining benefits to which the individual is not entitled.

Insured Employment: Services performed in the employ of an employer liable under the State UI law.

Issue: An act, circumstance or condition potentially disqualifying under State law.

Maximum Benefit Amount (MBA): The maximum amount of benefits an individual may receive during a benefit year.

Weekly Benefit Amount (WBA): The amount payable to a claimant for a compensable week of total unemployment.

HOW DO I GET THROUGH ON THE PHONE?

There are times the Regional Claim Center telephone lines will be busy when you call. This can be due to heavy workload, holidays and possibly equipment failure. Please be patient when attempting to speak with a claims representative. If your call is not answered by the Interactive Voice Response (IVR) system on your first try, please continue to call every few minutes until your call is answered. **Once you are in line to speak with a representative, do not hang up and call back. That will only increase your wait time by putting you again at the back of the line to speak with a representative.**

HOW DO I START A CLAIM?

By Internet

The Internet claim filing system is available 24 hours a day, except between 11:30 PM on Saturday

and 12:31 AM on Sunday, Central Time. You may also use the Internet claim filing system to file your weekly claim.

To file your claim using the Internet, go to www.mocclaim.com

By Telephone

The telephone filing system is available from 8:00 AM to 4:00 PM Central Time, Monday through Friday, except holidays. The Regional Claims Centers answer calls in the order they are received and every effort is made to keep wait times to a minimum.

You must call from a touch-tone phone. A rotary phone will not work. If your phone has a PULSE/TONE switch, set the switch to TONE after your call is answered. Most public pay phones can be used to access our system.

Your call will be answered by an Interactive Voice Response (IVR) system. You will be given a menu of services.

Menu

To file a claim, **press 1**
(for new claims, renewed claims or weekly claims)

For Information, **press 2**, then:

→ For automated information about a week you have already claimed or about your unemployment benefit year, **press 1**

→ For automated information about a pending appeal, **press 2**

→ For address changes or problems with your Personal Identification Number (PIN), **press 3**

→ For non-automated information about your unemployment claim, **press 4**

WHAT IS MY PERSONAL IDENTIFICATION NUMBER (PIN)?

Your PIN is your electronic signature and it will help protect you from another person obtaining information about your claim or filing against your claim. If you forget your PIN, call your area Regional Claims Center to have it deleted.

GUARD YOUR PIN

All activity on your claim requires the use of your PIN – you will be held responsible.

WHAT ARE THE HOURS AND AVAILABILITY OF SERVICES?

Internet Claim Filing

12:31 AM Sunday to 11:30 PM Saturday
Central Time

*Filing New or Renewed Claims

*Filing Weekly Claims

Telephone Weekly Claim and Inquiry (Interactive Voice Response IVR)

1:00 PM Sunday to 4:00 PM Friday Central Time
(Days may vary in a week having a holiday)

*Filing Your Weekly Claim

*Inquiring about:

- A prior week claimed
- A pending appeal
- The effective date and balance on your claim

WHAT HAPPENS WHEN I START A NEW CLAIM?

**Benefits are paid by direct deposit.
You will be sent a form you must complete
and return immediately.**

Whether filing by Internet or telephone, the effective date of your claim will be the Sunday of the week that you file. Do not delay filing your claim.

After you file your claim, you will be mailed a form called, *Notice of Initial Determination of Status as an Insured Worker*. Even if the form shows that you are an insured worker, this does not mean that you will receive benefits.

This form will show:

- Your weekly and maximum benefit amounts
- The beginning date of your claim
- Your base period
- The amount of wages reported by each employer

If you believe wages are listed incorrectly or some of your wages are missing, contact your area Regional Claims Center by the date shown on the bottom of the form. Failure to respond by that date may cause you to lose the right to use these additional wages. You will be asked to provide proof of the correct wages, such as, check stubs, W-2 statements or other documents. **You must continue to claim benefits while your wages are being checked unless you return to work.**

HOW ARE MY BENEFITS FIGURED?

When you first apply for benefits, you are filing a new claim. A review of your work history will be used to determine if you had enough insured work to establish a claim benefit year. Insured work is work done for one or more employers that are required to contribute to the Unemployment Insurance Fund. Your claim benefit year is the one-year period that unemployment benefits are potentially available to you.

The benefit amount you can receive is figured on wages paid during your base period. Your base period is the 12-month period consisting of the first four of the last five completed calendar quarters before the beginning date of your claim. Wages are assigned to a quarter as they are paid; not when they are earned.

If your claim begins on a Sunday between:	Your base period is the prior twelve month period as shown:
Jan. 1 - March 31	Oct. 1 - Sept. 30
April 1 - June 30	Jan. 1 - Dec. 31
July 1 - Sept. 30	April 1 - March 31
Oct. 1 - Dec. 31	July 1 - June 30

To establish a claim, you must have wages of at least \$1,000 in one quarter of your base period. You must have wages in two quarters of the base period and the total amount of your wages must be at least one and one-half times your highest quarter wages. If you do not meet this requirement, you may still qualify if you have wages in at least two quarters of your base period and the total of the wages is at least \$12,000 for a claim filed after January 1, 2004.

If you qualify, your weekly benefit amount will be 4% of your highest quarter wages. For claims filed in 2001 or later, this amount cannot be more than \$250.00.

The most you can receive during your benefit year is your maximum benefit amount. This amount is 26 times your weekly benefit amount or one-third of your base period wages, whichever is less. When

figuring the maximum benefit amount, the base period wages are limited to \$6,500 per quarter.

If you are filing a claim now and filed one a year ago, you cannot be paid on the new claim unless you have worked after filing last year. Your Regional Claims Center representative will explain this requirement when you file.

HOW DO I FILE MY WEEKLY CLAIM?

You must have filed an initial claim or renewed an existing claim before you can file a weekly claim.

You cannot be paid benefits if you are eligible unless you correctly file weekly claims.

A claim for benefits is made on a calendar week basis. A calendar week begins on Sunday and ends on Saturday. You must wait until the week is over before you make the weekly claim for benefits. On the Sunday after you file your initial or renewed claim, you should file your first weekly claim.

By Internet

The Internet claim filing system is available 24 hours a day, except between 11:30 PM on Saturday and 12:31 AM on Sunday, Central Time. To file your weekly claim using the Internet, go to www.mocclaim.com

After completing your weekly claim using the Internet, you will receive a confirmation page indicating that your claim has been accepted. If you close or disconnect the Internet weekly claim site before receiving the confirmation page, you will have to return to www.mocclaim.com and start again.

By Telephone

To make your weekly claim by telephone, call the number for your area Regional Claims Center. Your call will be answered by the Interactive Voice Response (IVR) system. You will be given a menu of services available. If you choose the option of filing a claim, a prerecorded voice will ask you questions, one at a time. Answer "Yes" by pressing the number "1" or "No" by pressing the number "9" on the telephone keypad.

If you answer a question wrong, you will be given an opportunity to correct your answer. If you get disconnected or hang up before you hear that your claim has been accepted, you will have to telephone again and start over to file your weekly claim.

Whether using the Internet or telephone to file your weekly claim, you can only claim the week that ended the Saturday before you call and the two prior calendar weeks. If you have any problems or doubts about how to answer the weekly claim questions or how to use the system, call your area Regional Claims Center.

HOW DO I PREPARE TO MAKE MY WEEKLY CLAIM?

Making your weekly claim is easy if you take time to prepare. Follow these steps:

1. Have your social security number and your PIN (personal identification number).
2. If you worked during the week you are claiming or you received or will receive vacation or holiday pay for the week, be sure you know the gross amount (total dollars and cents before any deductions) of the pay before you claim. You will not be allowed to claim the week without reporting the gross amount if you worked during the week. Be aware that wages you report are verified with employers to ensure proper payments.
3. If self-employed during the week you are claiming, be sure you know how many hours you worked and the amount you earned.

By Internet

The Internet weekly claim filing system will ask the same questions as the telephone system. (See sample below.) However, you will respond by clicking on the correct answers or typing information in the appropriate spaces. You will receive a confirmation page to indicate your claim has been filed after you complete the questions and click "Submit". Your Internet weekly claim is not complete until you receive the confirmation page.

By Telephone

You may be asked questions in addition to those listed in the samples below.

- ★ Do we have your current address?
- ★ Before entering your claim through this system, you must understand that you can be penalized for giving false answers or withholding information. If you understand this, press 1. If not, press 9.
- ★ Please stay on the line until you hear the message: "Your weekly claim has been filed." If you hang up before this message, your answers will not be recorded and you will have to call again.

Remember, you must report all wages earned during the week you are claiming even though you may not be paid until later.

In addition to wages, you must report tips, commissions, bonuses, show-up time, and military reserve drill pay. Board, lodging and any other payments not in cash or by check also must be reported. If your income for the week is from self-employment, National Guard drill or as an elected public official, you need to discuss this with us each week.

We will then instruct you on how to answer.

- ★ Were you physically able to work and available for work each day of the week?

Being able and available to work means you had no sickness or injury or personal circumstances that would keep you from starting a job or working during the week claimed.

WILL I RECEIVE BENEFITS?

Benefits are paid by direct deposit.

If you are eligible, under usual circumstances your first benefit will process approximately 18-22 days after you start your new claim. This is true whether filing by Internet or telephone.

If you are unemployed for any reason other than lack of work, the reason you lost your job may affect the payment of benefits.

Your employers are notified that you have filed a claim. These employers may protest if they have information they believe should keep you from receiving benefits.

Any situation that may keep you from receiving benefits is called an "ISSUE". If we receive information that may cause you to not be paid, you will be sent a questionnaire or a notice for a telephone interview to give information about the issue. If you fail to complete and return the questionnaire or participate in the telephone interview, a determination will be made based upon the information available.

After all issues are resolved, and if you are eligible for benefits, payments are usually made the next working day after your weekly claim is

received. Benefits will not arrive on the same day each week. Benefits may be delayed for various reasons, such as a holiday occurring during the week or if further investigation is needed.

CAN BENEFITS BE DENIED?

You may be an insured worker and still be ineligible or disqualified for benefits.

If you are denied benefits you will receive a "Notice of Deputy's Determination". This determination will tell you why benefits are being denied. It also includes information on how your benefits may become payable. **Your appeal rights and time limits are explained on each determination.** Please read it carefully.

WHAT ARE MY APPEAL RIGHTS?

If you disagree with a determination, you or your duly authorized agent may file an appeal. You may appeal if you believe the law was incorrectly applied or all the facts were not considered when the determination was made. If you do not understand a determination or notice you receive about your claim, ask your claims representative for an explanation.

Your appeal rights and time limits are explained on each determination. If you do not file within the time limit, you may lose your right to appeal. The time limits for filing can only be extended for "good cause." Generally, only circumstances beyond your reasonable control will be considered good cause for late filing. You can file the appeal by mail or fax to the address listed on the determination.

If you have appealed, you must protect your right to benefits while waiting for the appeals decision. You must continue to file your claim as usual for each week you are unemployed. Even though an appeals decision may find you eligible for benefits, you will not be paid for any week for which you have not filed a timely claim.

In some cases, when you are found eligible for benefits, your employer may disagree and file an appeal. An employer's appeal does not cause your benefits to stop. If the employer wins the appeal, however, these benefits may be overpaid. Because you must repay any overpaid benefits, it is important you participate in the hearing on the employer's appeal to present your side of the case.

DO I HAVE TO REPORT IN PERSON?

You may be required to report every four weeks to the "resource area" of the Career Center that includes the Missouri Division of Workforce Development (DWD). You may report in person any regular workday between the hours of 8:00 AM and 4:30 PM. **Staff in the Missouri Career Center do not have claim information and cannot answer specific claims questions.**

If you have not reported prior to the end of the third week from a previous reporting, we will send you a reminder notice. Failure to report at least every four weeks may result in benefits being denied. If you wait until the fourth week from your previous reporting, benefits for the preceding week may be delayed. If you cannot report as instructed, come in as soon after your scheduled week as you can.

WHAT IS A WAITING WEEK?

Before any benefits can be paid, you must serve a waiting week. To serve the waiting week you must have a claim in existence (benefit year), have filed a weekly claim and be entitled to benefits. You will not be paid benefits for the waiting week until after you are paid benefits for nine weeks in a row.

HOW DO I RENEW MY CLAIM?

Your claim will become inactive if you fail to file a weekly claim within 28 calendar days (four weeks) from the Saturday of the last week you claimed. Your claim must be renewed or reopened if it becomes inactive. Whether filing by Internet or telephone, your renewed claim will be started the Sunday of the week you file the renewal.

By Internet

To renew your claim using the Internet, go to www.mocclaim.com. You will receive a confirmation page after entering requested information. The confirmation page contains basic instructions about your claim. Print and keep this page.

By Telephone

The Interactive Voice Response (IVR) system will answer your call. After entering basic information, you will speak to a claims representative to complete the claim filing. In addition to other information, you will need the name and address of your last employer and the last day you actually worked.

If you have not made a weekly claim for three weeks (21 calendar days) and you plan to claim the fourth week, you should call the Regional Claims Center before 4:00 PM Central Time on Friday of the fourth week for claim filing instructions.

HOW DO I CHANGE MY ADDRESS?

If you move during the time you are claiming benefits, telephone your area Regional Claims Center and select **address change** from the menu of choices.

HOW CAN I GET INFORMATION ABOUT MY CLAIM?

The telephone system is available from 1:00 PM Sunday through 4:00 PM Friday to inquire about your benefits or to file a weekly claim. The Interactive Voice Response (IVR) system can tell you if benefits have been issued on your claim (in some cases, why benefits were not issued), the benefit year beginning date, or the status of a pending appeal. The system will give you information on your most recent week claimed. It will also let you ask about the two weeks prior.

The wait time for automated information is very short. Waiting for a claims representative to answer your questions may involve being on hold for an extended time.

If your question is about benefits, be sure to allow 10 working days from the date you filed your weekly claim before contacting us.

HOW CAN I GET A WORK SEARCH WAIVER?

To waive this requirement, you must be temporarily laid off and have a recall date within eight weeks of the date you became unemployed. A waiver may also be given to claimants in school or a training program that is approved in advance by the Division of Employment Security.

CAN I WORK PART TIME AND RECEIVE BENEFITS?

You may receive some benefits for a week if you work less than full time. You must continue to look for and be able to work full time. You must report your gross wages (wages before deductions) and not just take home pay.

You will be paid the difference between your weekly benefit amount plus \$20.00 and your gross wages. The benefits that are payable to you are rounded to the next lower dollar amount.

Example:

Your weekly benefit amount (\$100.00)	
+ \$20.00	= \$120.00
Subtract your reported gross wages	= -49.87
Remaining total	= 70.13
After rounding down, your partial pay =	\$70.00

WHAT HAPPENS IF I AM OVERPAID?

The Division of Employment Security discovers improper payments in a number of ways, including notification from employers when new employees are hired and random audits. If we find you were paid benefits for any week you were employed and did not report wages or reported wages incorrectly, we must investigate. You will be asked to provide information so we can determine what action needs to be taken. We want to make certain that only eligible claimants receive benefits and that each claimant is paid the proper amount.

If you receive benefits to which you are not entitled, you must repay the benefits, even if someone else made the mistake that caused the incorrect payment. When an overpayment is found, we issue a notice telling you why you are overpaid, and the amount. If you believe the notice is incorrect, you have the right to appeal.

You can repay an overpayment in a lump sum, or you can request a payment plan. If you are claiming benefits, they will be applied to the overpayment.

It is to your advantage to repay overpayments as soon as possible. Otherwise, we must recover the amount due from your benefits the next time you file a claim. This means you will be without benefits when you need them.

If you deliberately make a false statement or withhold information to receive benefits, your benefit rights can be canceled, and you can be arrested, fined and imprisoned.

WHAT DO I DO IF I GO BACK TO WORK FULL TIME?

If you go back to work full time or have gross earnings (before deductions) of at least \$20.00 over your weekly benefit amount, you should stop filing weekly claims.

WHAT IF I TRY A NEW JOB, BUT IT JUST DOESN'T WORK OUT?

Normally, if you quit a job for a reason that is not good cause related to the work or employer you will be disqualified from receiving benefits. There is an exception to this. If you take a job that would be considered "unsuitable work" as defined in the Missouri Employment Security Law, and quit within 28 days of the first day of work, you may not be disqualified. This exception allows you to try a job that you might otherwise have turned down without losing your right to benefits.

WILL OTHER INCOME REDUCE MY BENEFITS?

Vacation, holiday and W.A.R.N. pay reduce your weekly benefit amount in the same way as wages.

Severance or termination pay or Social Security payments do not reduce your weekly benefit amount.

Pensions may reduce your benefits. Tell your claims representative if you are receiving a pension. If your pension reduces your weekly benefit amount, you will be notified.

Examples of pensions which may reduce your benefits:

- ★ Military retirement (including disability)
- ★ Union pension

- ★ Private employer pension
- ★ Federal civilian pension
- ★ State, county or city pension

CAN I USE WAGES I EARNED IN ANOTHER STATE, THE MILITARY OR THE FEDERAL GOVERNMENT?

When you file a claim, report all employers, including those in any other state in the last 18 months, or military and federal employers. Provide complete addresses and dates of employment.

We have to request wage information from another state or the federal government to be used on your claim. Information from your DD-214 is used to assign wages for your military claim. Your claim will be delayed until we receive this information. When you receive your Notice of Insured Worker Status, contact your area Regional Claims Center if these employers are not listed.

NOTE: If you have wages earned in another state, worked for a federal employer or had active military service in the last 18 months, you will not be able to use the Internet Claim Filing system. File your claim with a Regional Claims Center.

WHAT ARE EXTENDED BENEFITS?

When either the national or Missouri unemployment rate exceeds a certain level, you may be entitled to additional weeks of benefits after you use all regular benefits. If an extended benefit period is declared and it appears that you qualify, we will send you a notice.

WHAT IS TRADE ADJUSTMENT ASSISTANCE?

If you lost your job due to foreign imports, you may be eligible for assistance under the Trade Act. Trade Adjustment Assistance includes training, training allowances, job search and relocation assistance and other support services. Additional

information is available on the U.S. Department of Labor web site at: www.doleta.gov/tradeact

If you think you may qualify for Trade Adjustment Assistance, contact your area Regional Claims Center or a Missouri Career Center for information.

ARE MY BENEFITS TAXABLE?

Unemployment Insurance benefits are subject to federal and state income taxes.

The Internal Revenue Service can furnish complete information on reporting and computing the tax.

HOW DO I GET HELP FINDING A NEW JOB?

A Missouri Career Center can assist you in finding work. When you filed a new claim for benefits, a work registration was created. You may update your work registration either in person at a local office that includes a Missouri Career Center or through the **Missouri WORKS!** web site at: www.greathires.org

When adding to or changing your work registration information, you will need to use your Social Security Number.

NOTE TO B-15 CLAIMANTS

The unemployment insurance MODES-B-15 card given to you by your Missouri employer can be used to file a new claim and to claim weekly benefits. You will not be able to use the Internet or Interactive Voice Response (IVR) system.

Complete the worker's information required, enter your address and sign your name. Check the box if your address has changed.

Mail your B-15 card to:

**Attn: Benefits
Division of Employment Security
P.O. Box 3100
Jefferson City, MO 65102-3100**

A claim for partial or temporary total unemployment (MODES-B-15) starts a benefit year the first day of the employer payroll week for which a claim is filed. If you have questions about your partial or temporary total claim, contact the Jefferson City Regional Claims Center.

NOTE TO INTERSTATE CLAIMANTS

If you are filing an interstate claim (filing a Missouri claim from another state), the Regional Claims Center in Jefferson City will be handling your claim.

PRIVACY ACT OF 1974

The Privacy Act of 1974, as Amended, and the Deficit Reduction Act require that you be provided this statement because you are being asked to furnish your social security number. Your social security number is used under the authority of Chapter 288, RSMo, and 8 CSR 10-4.010 of Missouri Division of Employment Security, and the Internal Revenue Code of 1954 [26 USC 85, 6011(a), 6050B, and 6109(a)].

Your social security number will be used to report your unemployment insurance to the Internal Revenue Service as income that is potentially taxable. It also will be used as a record for processing your claim, for statistical purposes and to verify your eligibility for unemployment insurance and other public assistance benefits. We cannot file or process your claim for unemployment insurance if you do not provide your social security number.

MISSOURI EMPLOYMENT SECURITY LAW

(Section 288.375 RSMo)

Provides the following:

1. No employer or employing unit shall discharge, discipline or penalize any employee because the employee has testified on behalf of another employee in any proceeding under this chapter.
2. Any employer or employing unit who violates the provisions of this section shall be liable in a civil action for back pay lost by an employee as a result of the violation, and an employee discharged or demoted in violation of this section shall be entitled to be reinstated to his or her former or comparable position. The burden of proof shall be on the party claiming a violation to prove a claim under this section.
3. The statute of limitations for actions under this section shall be six months from the date testimony was provided by the employee on behalf of another employee.

This is a sample of how to keep your work search record.

WORK SEARCH RECORD

List all the employers and labor unions you contact while claiming unemployment benefits. **Your work search is subject to verification.**

Name				Social Security Number		
Date of Contact	Employer's Name, Address and Phone Number	Method of Contact*	Name/Title of Person Contacted	Position Applied For	Was Application Taken?	Result of Contact
11-9-98	ABC Company - 829 Juniper Kansas City, MO 64111 816-555-1221	P	Eric Dean Manager	Warehouse	Yes	Call 11-16

*T - Telephone; P - Person; R - Resume

*Use a separate sheet of paper to record your work search contacts.

WHAT IMPORTANT THINGS SHOULD I REMEMBER?

- ★ Please inform us promptly of any change in your mailing address.
- ★ Written inquiries regarding your claim should always include your social security number.
- ★ To establish a new claim, renew an existing claim, or submit a weekly claim, you may file over the Internet at www.mocclaim.com or you may call the telephone number given for your Regional Claims Center.
- ★ You must also use the Regional Claims Center number to obtain information concerning a prior week, a pending appeal, your benefit year beginning date, to change your address or if you forget your PIN (Personal Identification Number).

Every effort has been made to ensure fast, convenient and reliable service for unemployed workers. Payment information is available on the Interactive Voice Response (IVR) 24 hours after you file your weekly claim by using the Internet or telephone system. You can be assured your claim was received if the telephone system told you it was accepted or you received a confirmation page on the Internet.

HEARING/SPEECH IMPAIRED

To file a new or renewed claim or for information about your claim

(Relay Missouri)1-800-735-2966
Then ask the operator to call(888) 861-8349
TDD/TTY Users Only - To file for weekly benefits,
(Interactive Voice Response Unit)1-800-316-0896
Jefferson City Local573-751-4139



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